

# DAGGER GUIDE INTO THE GERMAN CULTURE

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## **ARRIVAL INFORMATION OVERVIEW**

Soldiers on Permanent Change of Station (PCS) orders to Germany will in-process through the 64<sup>th</sup> Replacement Company. After you claim your luggage and clear customs at Frankfurt International Airport go to the airport United Service Organization (USO) in terminal 1, arrival gate C, for assistance. You and your family members will be transported by bus to your gaining installation after a short in-processing session at the 64<sup>th</sup> Replacement Company. When you arrive at your community, a greeter will help you get settled and provide information on your in-processing and training schedule.

Soldiers and families arriving in Frankfurt on Permanent Change of Station (PCS) orders will in-process through the 64<sup>th</sup> Replacement Company located in Hanau. After you claim your luggage and clear customs at Frankfurt International Airport go to the airport United Service Organization (USO) in terminal 1, arrival gate C, for assistance. You and your family members will be transported by bus to your gaining installation after a short in-processing session at the 64<sup>th</sup> Replacement Company. After in-processing at the 64<sup>th</sup> the bus will then take soldiers and their families to Schweinfurt. Total travel time from Frankfurt to Schweinfurt via bus is approximately 3 hours. The travel time from Nuernberg Airport to Schweinfurt is approximately 1.5 hours.

Upon Arrival in Schweinfurt Soldiers and families are taken to the IN and OUT-Processing Center (IOP). After the initial in-briefing, soldiers and families will be taken to the military guesthouse, Bradley Inn or a local hotel depending on availability. All newly arriving soldiers must complete their in-processing by Sponsor/Spouse Unit at IOP in building 215 Ledward Barracks. A housing representative is available during the regular business hours at the IOP to accept housing applications. At this time newcomers will be briefed in detail on his/her housing entitlements.

In-Processing into Schweinfurt and your new unit can take anywhere from 2-6 weeks depending on the time of year and the amount of time that you arrive before your units next deployment.

## RELOCATION ENTITLEMENTS

Army personnel are entitled to reimbursement for PCS relocation costs. There are many factors to consider when determining PCS entitlements and allowances. Contact your military finance office for more details.

RELOCATION ENTITLEMENTS AND BENEFITS	EXPLANATION
Dislocation Allowance (DLA)	Authorized allowance to help defray the cost of meals and temporary housing expense incurred during PCS moves
Temporary Lodging Expense Allowance (TLE)	Compensation to offset cost of temporary lodging and meals when arriving or departing CONUS.
Advance Pay and Allowance Note: Must be repaid	May request 3-months advance pay up to 60 days prior to moving. This benefit is designated for service members who anticipate extra-ordinary expenses to relocate.
Cost of Living Allowance (COLA)	Compensation provided to adjust for PCS in high-cost areas overseas.
Overseas Housing Allowance (OHA)	This benefit is for service members who live in private housing. OHA may not cover all housing related costs if expenses exceed the maximum rate allowable for the area. Soldiers must apply for OHA.
Temporary Lodging Allowance (TLA)	Compensation to offset cost of temporary lodging and meals when arriving or departing OCONUS.

## **DOCUMENTS TO CARRY WITH YOU**

You should hand carry the following important documents with you:

- PCS Orders
- Medical, dental, and immunization records
- Marriage certificates, divorce decrees, and birth certificates
- Passports
- Social security cards
- Wills and powers of attorney
- Education records
- Car titles and shipping papers, car registrations, car insurance policies, drivers license
- Household goods and shipping inventory
- Employment records and references
- Pet Records

## **PASSPORTS**

Soldiers assigned to Europe are not required to have a passport. However, you must have your orders, identification card, and a leave form (if in a leave status) to clear customs.

Family members traveling overseas are required to have passports. Official or “no-fee passports” can be obtained at government expense. The application process may take 3 to 4 weeks, so you should begin the passport application process as soon as you receive your travel orders.

A birth certificate with a raised seal is required to apply for a passport. You can request a birth certificate from the Bureau of Vital Statistics in the state where you were born. The U.S. State Department requires both parents’ consent for new passports for children less than 14 years old. If one parent is unavailable because of geographic separation, divorce, or other circumstances, the parent applying for a child’s passport must obtain a signed statement from the absent parent that grants permission to take the child overseas.

Tourist passports are needed for personal travel in Europe. You may apply for one upon arrival, but you should apply while you’re still residing in the United States. You can find more information on tourist passports from the passport office near you, or from the U.S. State Department website at <http://travel.state.gov/> or your local personnel services detachment.

To contact the local Passport office here in Schweinfurt, call DSN: 354-6307, CIV 09721-96-6307.

## PETS

Your decision to bring pets overseas is an important one. Consider the following before you decide:

- Type of pet
  - Germany has restrictive laws on “fighting dogs”. Service members and U.S. Department of Defense employees assigned to the German state of Bavaria cannot keep the following CLASS I breeds: pit bull, bandog, American Staffordshire terrier, Staffordshire bull terrier and Tosa Inu.
  - The Bavarian government is not just banning fighting dogs. It is also requiring DOD employees to register other dogs they deem dangerous. These canines are considered CLASS 2 dangerous dogs and include: bull mastiff, bull terrier, Don Argentino, mastiff, Rhodesian Ridgeback, Dogue de Bordeaux, Dogo Aregento, Fila Brasileiro, Mastin Espanol and Mastino Napoleon. Anyone owning one of those breeds must register the dog at a Veterinary Treatment Facility within two weeks of arriving in Germany.
  - The Bavarian government can fine pet owners up to 15,000 Euros (about \$10,000) for non-compliance. German citizen’s face up to two years in jail for violating the law.
  - A service member could face punishment under the Uniform Code of Military Justice. Civilian employees could be taken before a civilian misconduct panel.
- The animal’s age and health
- Climate conditions at the new duty station
- Quarantine regulations
- Installation and housing requirements

## **PET TRANSPORTATION**

There are several things to consider before transporting a pet:

- Air Mobility Command will transport only a dog or cat, and you will have to pay the cost of transport.
- Most civilian airlines do not transport pets during the summer months when the heat index is high.
- FAA-approved kennels are usually required for travel.
- Airlines reserve the right to refuse travel to any animal for any reason. Contact the airline for additional information.

After you've thought about the factors above, if you decide to bring your pet overseas be sure to:

- Have your pet checked by a veterinarian and bring all health records, shot records, and certificates. A veterinary health certificate must be issued no more than 10 days before departure from the United States.
- Have enough medications for the pet (60 days minimum) if applicable.
- Obtain and attach pet identification tags that include: the pet's name, stateside address, destination address, and a contact phone number.

FYI: In Germany dogs are a part of the family. They are allowed on public transportation, in stores and restaurants. This is because most Germans live in apartments or row houses without much of a yard, so it is difficult for their pets to get any exercise.

To contact the Veterinary Treatment Facility here in Schweinfurt, call DSN: 353-8359, CIV 09721-96-8359.



## **DRIVING IN EUROPE**

Driving in Europe is not the same as driving in the United States. In fact, members of the U.S. Forces and family members must apply for a U.S. Forces Certificate of License in Germany. You can obtain this license from the driver's testing facility located on Ledward Barracks. At this facility you will want to pick up a copy of the driver's handbook and examination manual for home studying. The manual can also be accessed on the following website: <https://www.aeaim.hqusareur.army.mil/library/pam/pdf/aep190-34.pdf> . The exam for obtaining a German License is not easy like in the United States. In the back of the driver's handbook you will find an example exam which you should review before taking your exam.

U.S. military, civilian personnel and all family members must attend the drivers' orientation class "Driving in Europe". Upon completion of this class, applicants must take and pass the following test.

- a. International Road signs (must identify 45 correctly out of 50)
- b. Written Test (must get 90 questions correctly out of 100)
- c. Eye Test
- d. A valid state POV license is required
- e. Military personnel may NOT use CONUS-License

When all requirements above are completed you must pay a licensing fee of \$10.00 by check or money order (NO CASH!!)

\*Any questions pertaining to the procedures above, please contact Drivers Testing station at DSN 354-6761/6562 or CIV 09721-96-6761/6562.

Soldiers, civilian employees, and family members assigned to Germany are not authorized to rent or drive automobiles or motorcycles until they receive their U.S. Forces Certificate of License. When driving in a foreign country other than the one you're assigned to, you should carry your stateside driver's license, the U.S. forces driver's license, and an international drivers license. The international driver's license indicates that a person has a valid driver's license in their home country and is allowed to drive in the U.S. and overseas. It is

printed in English, French, Spanish, Russian, Chinese, German, Portuguese, and Arabic. The international driver's license is easy to apply for and does not require a driving test. For more information on obtaining an international license, contact your local provost marshal or vehicle registration office.

Most of what you need to know about driving in Germany will be taught to you in your USAREUR Driver's Training Course. Nonetheless, there are a few extra things that you should be aware of before you get behind the wheel.

1. On the Autobahn

- On the German Autobahn you need to know your geography in order to find your way around. The directions are not listed as north or south, but rather what is the next major city in the direction in which you are heading.
- Germany is the only country in Europe that does not have a speed limit for many stretches of its Autobahn. Most of the time, however, there is a speed limit, usually 130, 120, or even 110 kilometers/hour.
- When driving on the Autobahn, keep in mind that the left lane is for passing only. You can be fined for driving in the left lane if you are not passing. Although you will see a lot of it, tailgating, flashing lights, turning on the left turn signal and wild hand gestures are forbidden.
- Never pass on the right on the German Autobahn. Although it is against the law in the states too, a lot of people pass on the right if someone does not get over quick enough. DO NOT even attempt to do this in Germany. If you survive, you will get a large fine.

2. In the Cities

- The speed limit for driving within the city is 50 kilometers/hour. Many cities and smaller villages have residential areas with a speed limit of 30 kilometers/hour.
- At most intersections you cannot make a right turn on a red light, unless a green arrow sign pointing to the right is displayed.

### 3. Anywhere

- No matter where you are, EVERYONE in the car must wear a seatbelt. Infants may ride in the front passenger seat if they are in a rear facing car seat, and there is no passenger side airbag; otherwise they must be in the back of the car in their car seat.
- Children under the age of 12 must ride in the back of the car.
- All children must be in an appropriate car seat/booster seat. Weight and size restrictions depend on the seat.
- An appropriate child restraint must be worn by children 3 to 11 years and less than 1.5 meters tall (4'9"), if not, an adult seat belt must be worn.
- Only use a cell phone while driving if you have a speaker attachment or a headset so that your hands are free to steer. If you do not have a hands free device, you must pull completely off the road into a parking lot and turn the engine off before you make or answer a call.
- Anlieger frei means that only local traffic can drive through this area.

### 4. Emergencies

- 110 = Police / Ambulance
- 112 = Fire
- Call 11837 or 11834 for an English speaking operator if the police can't understand you. The operator will call the police and explain the situation for you.
- Germany has a Good Samaritan Law, which requires you to provide assistance to those who need it. Everyone is required by law to have a first aid kit in their car and all Germans have to go through a Red Cross first aid training course before they can receive their license.

### 5. German Automobile Clubs

- German Automobile Clubs such as ADAC (Allgemeiner Deutscher Autoclub) and the AvD (Automobilclub von Deutschland) are organizations similar to the American AAA. They provide rapid assistance in breakdown and

emergency situations. Different types of memberships are offered by both clubs.

- To contact the local ADAC: German Auto Club here in Schweinfurt, call CIV: 09721-2262 .

#### 6. Emergencies on the Autobahn

- Every two kilometers on the Autobahn you will see orange poles and boxes. They are emergency phones connected to a highway patrol. When you reach the pole, lift up the handle and wait. The kilometer number is written on the emergency phone. If there is a comma in the number say it. KM 2,6 is Zwei Komma Sechs.
- To locate the closest emergency phone you need to pay attention to the black and white posts along the side of the Autobahn. The arrow on the post will point you to the nearest emergency phone. You will never have to walk more than one Kilometer.

#### 7. Radar Cameras

- You will not normally find police chasing after cars for speeding in Germany. Instead there are radar detectors set up throughout Germany to catch you.
- German police use a variety of different devices to catch people who speed or run red lights. Most big cities have permanent radar cameras mounted at busy intersections or on major roads throughout the city. These cameras usually take two pictures, one of the driver and one of the car.
- Video cameras are also being used to monitor some intersections at all times.
- The police also use temporary cameras, which can be set up at different locations on any given day. These temporary cameras are often seen on the Autobahn or near construction sites.
- If you are caught on film running a red light or speeding, you will receive a letter from the German government stating what you did wrong and how much money you will be fined. You may also get points on your license or lose your license for a period of time if your speed was far beyond the posted

speed limit. If you believe that you were not at fault and would like to fight the claim, you may write a letter saying that. The government will then send you a photograph of the situation as proof and you will have to pay an even bigger fine if the photo really is yours. If a friend was driving your car you will have to have the friend pay and write a letter explaining that the points, if any, should be applied to his or her license and not yours.

#### 8. Watch Out for Bicycles

- In Germany the bicycle is a mean of transportation, just as a car.
- Many cities have split bicycle/pedestrian paths or even single bicycle lanes running parallel to the streets making it easy and safe to get around town on a bicycle.
- Bicycles have to be equipped with a bell to warn pedestrians and head and tail lights and reflectors for riding in the dark.
- Only children up to the age of 8 may use the sidewalk to ride their bicycles. Adults must ride on the bike paths or the edge of the street.

#### 9. Getting Gas

- If you are away from base and need to get gas, you can use your gas coupons (bought in advance from AAFES) at selected civilian fuel stations, such as BP, Aral, Esso, AGIP and Fina.
- You can buy an Esso location map at any Esso station or through AAFES.
- Because the coupons are for liters of gas, you will need to pump the gas according to how many liters you want and not how much money you intend to spend
- Most gas stations are self service (selbstbedienung). You will need either Benzin bleifrei (unleaded), Super bleifrei (super unleaded), Super plus (Premium Unleaded gas), or Diesel (Diesel).

#### 10. Parking

- Most parking in Europe is either restricted to building residents or fee parking.

- Options include parking lots, garages, or on the side of the street when allowed. **P** stands for any kind of parking. If the **P** has a roof over it, that means covered parking.
- Don't block other people's driveways or you might get towed away!  
     Einfahrt = Drive entrance  
     Ausfahrt = Drive exit  
     Freihalten = Keep it clear
- **PARKING METERS:** Occasionally you will find parking meters in the downtown areas. It is usually for less than an hour to several hours. You generally only have to pay during business and shopping hours.
- **AUTOMATED PARKING (PARKSCHEINAUTOMAT):** In some parking lots you pay as soon as you park. After putting money in and pushing the green button, it will dispense a ticket for the amount of time you paid to park. You then need to place the ticket in your driver's side windshield before leaving the lot so that the parking officers can see that you paid.
- **PARKING CLOCK:** Sometimes you may park for free if you use a parking clock. A parking clock is a blue cardboard or plastic device with a white wheel inside. When allowed to park with a parking clock, set the clock by turning the wheel to the time you park and place it on your dashboard. Return to your car within the posted time limit.
- **PARKING GARAGES:** A Tiefgarage is an underground garage. Before you enter the parking garage, make sure you pay attention to when the garage closes and note if you can get your car out before that time, because many garages are not open 24 hours a day. Signs at the outside of the parking garage will let you know whether there are parking spots available or not; "frei" means there are spaces available, "besetzt" means the parking garage is full. To enter parking garages, drive through the entrance marked Einfahrt. As you approach the entrance, stop at the dispenser, push the button marked Drücken and take the ticket or token from the machine. Keep the ticket with you because you must submit it to pay for parking before returning to your car. When you are ready to leave make sure you go and pay at the automated

cashier (Kassenautomat) first and then go pick up your car. Slide the ticket/token into the machine, insert the amount on the display, and a validated ticket will come back out along with your change. If you want a receipt just push the button marked Quittung. You have about 15 minutes to drive out of the garage. Drive towards the exit signs marked Ausfahrt and then slide your validated ticket into the small machine next to the exit gate and it will rise up so that you can drive out of the garage.

#### 11. Where to Purchase a Used Vehicle

- The Lemon Lot located on Conn Barracks
- Stars and Stripes classified Ads
- The Point classifies ads
- Advertisements on bulletin boards throughout the community.

#### 12. Auto Insurance

Auto insurance in Germany is very expensive. There are only a few American companies that can insure you while in Germany and their rates are usually two or three times what you would expect to pay in the States. It is highly recommended to solicit free auto insurance quotes prior to purchasing a vehicle.

#### 13. Privately Owned Vehicle Registration

- Automobile and motorcycle insurance is mandatory when driving in Europe. There are several American companies that provide car insurance in Europe with competitive prices.
- You must have a valid U.S. Forces Certificate of License to pick-up and register your privately owned vehicle shipped from the United States. When you are ready to pick up your POV go to vehicle registration with the following documents:
  - Military ID Card
  - Proof of ownership or a power of attorney
  - U.S. Forces of AFI license

- Insurance Confirmation Card (provided by your insurance company)
- DD Form 788 (shipping document)
- Two completed AE Form 190-AA (Application for Motor Vehicle Registration and Allied Transaction)
- A registration fee (\$15 money order or check for first time registration)
- The vehicle registration office will issue you a temporary registration and temporary set of license plates so you may pick up your POV. Once you have picked up your vehicle, it must be inspected at a POV inspection station. When your vehicle passes inspection, return to the vehicle registration office for your permanent registration and license plates.
- To contact the local vehicle registration office here in Schweinfurt, call DSN: 354-8465/8999/8201, CIV 09721-96-8465/8999/8201.
- To contact the local POV Inspection office here in Schweinfurt, call DSN: 353 7077, CIV 09721-96-7077.

#### 14. Restrooms (Die Toiletten, WC)

- Usually there is a picture of a man or a woman on the door, however you might also see Damen (ladies) or Herren (men) or even just a big D or H.
- There are no drinking fountains in the bathrooms in Germany
- ON THE AUTOBAHN
  - While driving on the Autobahn, you will find that there are Raststätte/Rasthöfe (rest areas) every 50km or so. At the rest areas you can get gas, food, telephone and go to the bathroom.
  - Often you will see someone sitting outside the restrooms next to a small table with a tip ashtray. The restroom attendant is responsible for keeping the restroom clean and fully restocked. You are expected to give a tip after using the facilities. If you do not have any small change with you, you will not be chased down, but you will get stares.
  - At busy public places, such as train stations, you won't get off with free use of the facilities so easily. Often you cannot even get in the



door to the bathroom of the restroom until you put a 50 Euro Cent coin in a slot to unlock the door. If you have no small change you have to either go find some or find another place.

- AT A RESTAURANT

- If you need to use the restroom while dining, you may want to ask Wo ist die Toilette? (where is the restroom?) Usually they are located in the back of the restaurants, but sometimes they are difficult to find, as many of the restaurants are located in the old part of town where the buildings were built long before the days of indoor plumbing.

- DOWNTOWN

- While shopping or sightseeing downtown, you will not find a lot of public restrooms. Your best bet is to head towards a major department store or a fast food place to use the facilities. Both of these places usually will not get upset if you use the facilities and not buy anything. The department stores however, may have an attendant, so you might have to leave some spare change.

## 15. Distance Conversions

### ***Distance Conversions***

#### ***Miles to Kilometers***

Mile Km Mile Km

1 1.6 50 80

5 8 55 88

10 16 65 104

15 24 75 120

20 32 85 136

25 40 90 145

30 48 100 160

40 64 120 193

### ***Gallon to Liter***

***1 Gallon = 3.785 Liters***

***Liters per 100 kilometers***

***to miles per gallon***

5 liters/100 km = 47.3 mpg

10 liters/100 km = 23.6 mpg

12 liters/100 km = 19.7 mpg

15 liters/100 km = 15.8 mpg

20 liters/100 km = 11.83 mpg

25 liters/100 km = 9.61 mpg

## **CHILDCARE**

Many Communities have waiting lists for childcare services. Therefore, it is important to register your children in the Child and Youth services (CYS) Central Registration system soon after the arrival. The date of registration determines your placement on the waiting lists. Your sponsor can send you contact information for the CYS registration office on your installation. To contact the local CYS office here in Schweinfurt, call DSN: 354-6617, CIV 09721-96-6617.

## **EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

An exceptional family member is a child or adult with a physical, developmental, intellectual, or emotional condition that requires care beyond a general practitioner (for example, special medical treatment, therapy, education, training, counseling). The Exceptional Family Member Program is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive care and coordinated community support, housing, educational, medical, and personnel services to families with special needs.

Soldiers are required to enroll in the program at the time the need is identified or at least 9 months before the projected rotation date. All family members must be screened for the EFMP before the overseas command may authorize the family to relocate. To contact the local EFMP office here in Schweinfurt, call DSN: 354-7077/6751/6933, CIV: 09721-96-7077/6751/6933.

## **STATUS OF FORCES AGREEMENT (SOFA)**

You will often hear the term Status of Forces Agreement or SOFA during your assignment overseas. The SOFA plays a vital role in guaranteeing fair treatment of Soldiers and their family members. It defines the legal status of U.S. (Sending State) personnel and property in the territory of the host nation. The purpose of such an agreement is to establish rights and responsibilities between the United States and the host nation government on matters such as the wearing of the uniform, carrying arms, taxes, entry and exit of personnel and property (e.g. automobiles, personal weapons), resolving damage claims, and other activities such as postal, recreation, and banking.

More importantly, SOFAs deal with civil and criminal jurisdiction. They are a vital means by which the department of Defense carries out its policy “to protect, to the maximum extent possible, the rights of United States personnel who may be subject to criminal trial by foreign courts and imprisonment in foreign prisons.” All civilian employees and family members going overseas will be provided a SOFA certificate for their passport.

To get more information on the SOFA certificate, contact the local passport office here in Schweinfurt, DSN: 354-6307, CIV: 09721-96-6307.

## **CIVILIAN EMPLOYMENT IN EUROPE**

There are a variety of civilian-employment options within your community, which may include appropriated fund, non-appropriated fund, contractor positions as well as employment with private businesses and industries. Contact the Civilian Personnel Advisory Center (CPAC) for more information on Appropriated Funds at DSN: 354-1630/6405, CIV: 09721-96-1630/6405 or Non-Appropriated Funds at DSN: 354-6444, CIV: 09721-96-6444. Contact the Army Community Service Center (ACSC) in Schweinfurt for more information, DSN: 354-6751/6486, CIV: 09721-96-6752/6486.

Another Opportunity to gain work experience for future employment is by volunteering. Contact the installation volunteer coordinator for more information on volunteering opportunities in your community, DSN: 354-7078/6751, CIV: 09721-96-7078/6751.

## **FAMILY HOUSING IN EUROPE**

The majority of families live on post in stairwell housing that have between 12 and 24 two, three, and four-bedroom housing units. Housing on post or in private rentals off post is usually available with minimal waiting periods (less than 30 days). On-post offers the advantage of being close to work and facilities such as the PX, commissary, church, theater, schools, and other recreational and support facilities. Off-post residents have the opportunity to experience European culture more fully, but there may be a longer commute.

The Army Housing One-Stop website provides information on the availability of housing at any location worldwide (<http://www.onestoparmy.com>). It also provides details on what to expect at the new location and procedures specific to Schweinfurt as well as the current waiting list, photographs of houses, floor plans, maps, and more.

FYI: When renting an apartment or house on the German economy, you will probably be renting an unfurnished one. This means you get four walls and a roof. Chances are high that it will not include kitchen cabinets, a stove, refrigerator, or even a sink. Germans usually buy or bring their own kitchen when they move. Additionally, built-in cabinets and closets, as well as lighting fixtures are not usually found in German apartments. If you want new carpeting or paint, you have to ask the landlord if it is okay with them. Then they may or may not allow you to install it...at your expense!

## **HOW TO FIND OFF POST HOUSING**

1. Housing Office: The housing office acts as a liaison for all of your off-post housing needs. They will give you a full briefing of everything that you will need to know about living off-post. Even once you are established, they will continue to provide support and answer any questions that might arise.
2. Real Estate Agent (Immobilienmakler): This is probably the quickest, but most expensive way to find housing, since real estate agencies charge between two and three month's rent for their service. This fee is completely separate from the deposit you'll have to pay the landlord.

3. Newspaper (Zeitung): There are special real estate newspapers on the market, which can be a valuable source to find housing. Most local newspapers will have a special Immobilien (real estate) section published on certain days of the week.

### **APARTMENT SIZES**

Since Germany uses the metric system, the size of an apartment or house is measured in Quadratmeter (Square meters). The number of square meters usually calculates rent prices. It is important to know that bathrooms, kitchens, halls, and toilets are not included in the number of rooms, the living room is though. If you would like to rent a three-bedroom apartment with a living room, for example, you would have to look for a Vier-Zimmer-Wohnung (Four room-apartment).

### **PAYING BILLS**

Your housing office will help you set up a system to pay the landlord every month. If you are on your own the best way to pay rent is by setting up a standing money order to be withdrawn from your bank and deposited into your landlord's bank account every month. The basic rent, which doesn't include any fees or Nebenkosten (extra costs) for heating, garbage collection, water, and other services, is called "Kaltmiete." The term "Warmmiete" refers to the total amount for the basic rent and all additional costs. Often the landlord will over charge you for your Nebenkosten for the year and then return any excess money to you that was not needed in order to cover the bills. Sometimes they undercharge you and you may have to pay a bit more at the end of the year.

Before you move in, landlords typically require a Kaution (security deposit) in case of damage to property or unpaid rent. By law, this amount should not exceed three months basic rent. You will get this back when you move out, as long as there has been no damage to the property.

To get more information on Housing, contact the local Housing Office Customer Relations office here in Schweinfurt, DSN: 354-6388, CIV: 09721-96-6388.

## **GERMAN HOUSING RULES**

Here are a few basic rules to help you to get along better with your German neighbors:

- German law requires that quiet hours be observed between 1300-1500 and 2200-0700 Monday-Saturday and all day Sunday.
- Taboos on Sunday and holidays include mowing the grass, washing the car, or engaging in other activities in public that are deemed a “disturbance to the solemn character” of such days.
- Wash and dry laundry only in the areas or rooms provided by the landlord.
- Leave cars, bicycles, baby carriages, etc., only in the areas provided by the landlord.
- Obtain the landlord’s written permission if you wish to keep a pet.
- Install radio and television antennas or satellite dishes only with permission of the landlord and in compliance with the local law.
- Find out who is responsible for the Kehrwoche (cleaning of halls, stairways and the sidewalks on a weekly basis). This included brushing up fallen leaves and snow outside your building to prevent accidents, for which you are liable.
- Never grill, barbecue or make an open fire on a balcony.



## **GARBAGE AND RECYCLING**

Germans are very conscientious when it comes to the environment. You will especially notice this when it comes to recycling and sorting garbage. Usually, biodegradable waste, glass, paper, plastics and metal are all separated from the normal garbage. You will find that after all this separating, you hardly have any garbage left.

Let's start with the easy stuff: glass. Any kind of bottle or glass jar that is non-returnable and on which you did not pay a deposit or "Pfand", belongs in the designated glass bins. This includes wine bottles, jam/preserve jars, oil bottles, juice bottles and even bath-salt bottles. Ceramics, china, mirrors and wine corks do not belong in the glass bins. Glass is sorted by color. There are different slots for depositing green, brown and clear glass. You will find these bins dotted over every neighborhood. The only thing to take note of here is the times when you should not recycle. Remember Quiet Time? That is not the time to recycle your bottles or you will have a couple of very irate neighbors on your hands.

The other bins you will encounter are usually at your doorstep, and are color coded; green, yellow, brown and gray. Sometimes the whole bin is the color in question, sometimes just the lid. The color of the lid is key.

Paper is also entry-level recycling: all packaging made of paper and cardboard, newspapers, magazines, waste paper, paper bags, etc., belong in the green bins. Tissues, however, do not belong here. Read on to find their place in the scheme of things. If you don't have a green bin at your home, you will certainly find one somewhere in your neighborhood. You are supposed to flatten boxes before putting them in the bin, and make sure you throw only the box and not the plastic wrappers inside the box, in the bin.

It is now time to move on to the more advanced level: the yellow Bins and the Green Dot. Cans, plastic, polystyrene, aluminum, tinplate and "composite" materials like beverage cartons made of a mixture of materials belong in the yellow bin. Empty spray cans are also allowed here. You are not supposed to put stuff inside each other, like the yogurt cup inside the baked beans

tin. And lastly, spare a thought for the end process: this stuff gets sorted by hand. A kind request has been made to rinse the cans and cups before throwing them in the bin. No need to scrub, just a light rinse.

Now you are left with the "other stuff" and biological waste, which by the way, makes up almost 50% of the total garbage produced in Germany. Bio stuff is anything destined for the compost heap in a good gardener's back yard. This includes kitchen scraps, peels, leftover food, coffee filters, tea bags and garden waste. If you live in a house, you probably will have a separate brown bin for this. The end result of bio recycling is either energy through the natural fermenting gasses, which is captured and utilized, or garden compost. So this is good stuff to recycle, albeit a bit smelly at times. The brown bins do, however, get emptied very regularly during the summer months. Nevertheless, keep the bin far from your kitchen window!

If you want to know more about garbage and recycling contact the housing office. They have pamphlets explaining how, what, and where to recycle. Your landlord will also provide you with an initial Abfallkalender (garbage calendar) so you know when what trash will be hauled away. This is usually a very complicated schedule, so make sure you don't lose it.

## **ELECTRICITY AND APPLIANCES**

### **VOLTAGE AND PLUGS:**

Before you buy any electronic device in Germany be sure to check the voltage. You may not want to invest in an expensive appliance that you will not be able to take back to the States with you. The electrical current in Europe is 220 volts (110 volts is the standard in the United States). Therefore, transformers (which transform the 220 volt current to 110 volts) are often used for appliances such as hairdryers and coffee pots. However, the electrical current in Europe is 50 cycles per second (60 per second is the standard in the United States) so electrical appliances with a timer (clocks, microwave ovens, etc.) may not operate properly even with a transformer. Additionally, European electrical sockets are not shaped to accommodate American-style plugs. That does not mean all electrical appliances should be left in storage. Transformers come in different sizes based on the wattage that they convert. To check the amount of wattage, look on the back of your appliance. Your transformer will have to have at least that amount of wattage listed on the front of it, or you will ruin your appliance.

Transformers are expensive so you may want to buy some appliances (a toaster for example) on the economy and try to sell them before you PCS rather than buying a transformer for them. You can buy new transformers at the PX. Used transformers can be found at the base thrift store or at a PCS sale because they will do you absolutely no good back in the States.

Many electronics (TVs, DVDs, stereo equipment, computers, etc.) are now “dual voltage” and can be operated safely on any electrical current without the need for a transformer. However, be sure to follow the instruction booklet for proper conversion before plugging in an appliance.

### **TELEVISION AND VIDEO:**

Voltage, plugs and hertz cycles are just some of the differences. You also need to be aware that German televisions, video recorders, camcorders and DVD's run on the PAL system, which transmits signals in a different format. You cannot use a German television to pick up AFN and your US television will not pick up the German programs. If you want to watch any

German programs you have to order cable television or get a satellite and get a multi-system television. Your video recorder will also only play NTSC (US System) tapes if it is a US VCR or PAL (German System) tapes if you have a German VCR. You may want to buy a multi-system video recorder if you plan on watching any German videos or recording any German television programs.

If you live in Government housing you will receive all AFN TV channels for free. AFN cable is available by purchasing or renting an AFN decoder if you reside off-base. Personnel in Germany who wish to receive additional English channels can establish an account with the Telekom Kabel Service (TKS) shop.

### DVD's

Even though this is relatively new technology in a global economy, the technical gurus still decided to make it different in Europe and America. A German DVD system will only play American DVD's if they are made for export (look for country code 2 instead of 1), but these are difficult to find. An American system will not play German DVD's. If you plan on returning to the states, it is best to stick with the American Systems.

## USING TELEPHONES

### 1. GETTING CONNECTED:

Telekom is still the only one that can connect your home phone service. Call them at toll free 0800 33 02000 or visit a Telekom store (T-Punkt) to get your service set up. They also have a web page in English [www.telekom.de/english](http://www.telekom.de/english) where you can get all the information you need about setting up your telephone service.

### 2. U.S. OR GERMAN PHONE:

If you brought your phone over from the U.S. you will have to purchase an adapter that converts the plug which is available at electronic stores. You can get a German phone at any telephone store, electronic store or department store. An adapter, which converts the German plug back into an American plug, allows you to use your German phone in the US.

### 3. DSL, ISDN OR ANALOG:

DSL (Digital Subscriber Line) allows you to use the internet at a speed of 768000 bits/second. ISDN (Integrated Services Digital Network) is a high speed network that allows you to use not only the phone, but also the internet service or a fax at the same time at a speed of 64000 bits/second. Analog phone service can transmit data at a maximum of 28800 bits/second.

### 4. TELEPHONE BILLING

When you first hear from Telekom, they will send you a confirmation of the service that you requested. They will tell you how much the base service will cost a month. This will not be a bill; it is just to let you know that service has started. When you do get your bill, remember that you are being charged for each and every call you take. There is no such thing as unlimited local calling for a base price, at least not at the moment. Also, they will not send you an itemized bill unless you request it.

You can arrange an automatic monthly deduction from your checking account or, for a small fee you can pay your bill each month at your local bank on post. In addition you may pay

the bill at any German bank or post office, but they will usually charge you a higher fee. Some Telekom stores even offer the service of paying the bill at their store.

#### 5. PAY PHONES/ COIN-OPERATED/ PRE-PAID CARD/ CREDIT CARD TELEPHONES:

**Telekom pay phones** are hot pink, glass and square. Older pay phones are bright yellow and rounded at the edges. Pay phones are usually found outside of train and bus terminals, on street corners, in some department stores and in most restaurants near the restrooms.

**Coin-operated phones** are getting more and more difficult to find. They do not make change for you when you put in too much money for your call. If you want to make another call with your remaining change, do not hang up, simply tap the receiver and you will be given a new dial tone.

**Card phones** can only be operated with German pre-paid calling cards. The cards come in many denominations. Calling with a card is cheaper by the minute than using coins. Once your card is empty you cannot recharge it; you can throw it away or hold onto it. Just like stamps, phone cards have become collector's items with numerous designs and pictures. Phone cards can be purchased at many different locations, such as the post offices, shops in train stations or any gas station. These types of payphones are by far the most common.

**Credit card phones**, as the name implies, are operated by your credit card. Several different credit cards may be used to charge your phone call. The cards that are accepted will be listed in the phone booth. Only about 5% of all public phones are credit card phones. You can usually find them in locations with many public phones, for example in front of the train station or at the airport.

About 60% of all public phones in Germany are card phones, 35% of them are coin phones.

#### 6. MAKING INTERNATIONAL CALLS:

When calling the United States from Germany you dial:

- 001 + area code + phone #

When calling Germany from the United States dial:

- 011 + 49 + local area code (minus the 0) + phone #

\*The local area code for Schweinfurt is 09721, and the civilian access code to DSN is 96

#### 7. CALLING CIV TO DSN:

Dial the civilian area code, unless you are in the local area and then the civilian access code and usually the last four digits of the DSN number. For example: If you are trying to reach a DSN number in Heidelberg such as 370-1234, you would dial the Heidelberg area code 06221, then the civilian access code 57 and then the last four digits, 1234.

#### 8. CALLING BACK TO THE UNITED STATES:

- **AT&T, MCI and Sprint Operators** – You can use one of the big American companies, such as AT&T, MCI or Sprint to deal with an English-speaking operator. Calling collect or billing a credit card is most common. This is easy, but normally rather expensive.

AT&T 0800 225 5288

MCI 0800 888 8000

Sprint 0800 888 0013

- **Pre-Paid Calling Cards** - A variety of different calling cards are available at your local PX or on the economy. These cards can be used from any phone, which includes public phones. Either units or minutes are usually purchases.
- **Call-By-Calls** – You make calls through companies which offer low rates call by call. This applies to local, regional, long distance and international calls. Most companies don't require you to sign up in advance, you simply dial the prefix of the company you want to use and the number you are trying to reach. In order to take advantage of this option you have to have a phone at home, since you will be billed for the calls through your Telekom phone bill. This is a very easy option and can save you a lot of money, both when calling the States and locally. Just dial: call-by-call access # + phone #. Because of the growing competition among phone companies you should make it a habit to check the latest phone rates on a regular

basis to get the best deal. This can be done by asking your nearest Telekom store or over the Internet at [www.billigertelefonieren.de](http://www.billigertelefonieren.de).

#### 9. HANDYS (CELL PHONES):

Cell phones can be purchased at specialty telephone stores (Telekom, D2 stores, E-plus stores), at local phone stores, electronic stores, and sometimes department stores. All major cell phone providers such as Telekom (D1), Mannesmann Vodafone (D2), Viag Interkom or E-plus, offer special deals on contract phones. Often you receive the phone for a low price, but you are bound to a one or two year contract with the company. The fees for the calls that you are making are low, but you have to pay a monthly service fee as well as a one time connection fee.

Card cell phones are also offered by all major cell phone companies. The card is a small chip that you have to slide in the inside of the phone to activate it. Card cell phones are usually sold as a package deal, which includes the phone, the card (chip) and a prepaid calling card. You can only make calls by purchasing prepaid calling cards for your phone. The fee for each call is high, but you don't have to pay a monthly fee or an initial connection fee. You only have to pay if and when you make a call. This is a good option for those people who plan on making few calls on their cell phone, but want to be available for others to call them.

SMS stands for Short Message Service. If you want to send a short message via your cell phone, you can type in your message and send it to someone who also has a SMS option on their phone. It is a bit like an instant mini e-mail. Many web sites allow you to send an SMS to a cell phone for free. Try [www.kostenlos-sms.de](http://www.kostenlos-sms.de) or [www.handy.de](http://www.handy.de).

#### CELL PHONE CULTURE SHOCKS:

1. U.S. and German cell phones use different chips inside the phone. To have an American phone changed over so it can be used in Germany is not cost effective. The same applies for changing your German cell phone to American standards.
2. Your cell phone number has its own area code. It does not matter where you are in Germany; the number is always the same. That means you have to dial an area code for every call you make.



3. The person calling you is charged for the call to your cell phone. You are only charged for outgoing calls, unless you are outside of Germany.
4. Calling a cell phone is more expensive than calling a conventional phone.
5. Most German cell phone companies have a roaming feature. Be aware that it is usually very expensive when you roam outside of Germany.
6. It is against the law to use your cell phone while driving in Germany, unless you have a speaker and a microphone that allows you to use the phone in a hands free mode.

\* More information on phone service providers

TKS: Telepost Communications Center (CIV 09721-94-2273)

Deutsche Telekom: Toll-free english hotline (0800-33-01080)

## INTERNET

### FINDING LOCAL PROVIDERS:

You may want to search the Internet itself to find a listing of local providers in your area. Look at [www.tariftip.de](http://www.tariftip.de) or [www.billigertelefonieren.de](http://www.billigertelefonieren.de). Many providers advertise in various newspapers and magazines that you will find in and around base. You need to decide how much you use the internet and what is the best provider for you. You will be charged for every minute of your phone calls, so if you are going to be online a lot, this may be something to consider. At the moment there is no flat monthly rate for local calls in Germany. Needless to say, being on-line a lot can get expensive, unless you get a flat rate internet provider that covers your phone calls too.

### FREE INTERNET USE:

You have free access to the World Wide Web at your local USAREUR library, Education Center, Yellow Ribbon Room, and USO club on Ledward Barracks. There are also Cyber/internet cafes on the economy to surf the internet on.

\*For more information on the hours of operation for the education center call:

Conn – 353 8308

Ledward – 354 6383

\*For more information on the hours of operation for the library call:

Front Desk – 354 1740

CONN - LEDWARD AND BAD KISSINGEN			
WEEKEND AND US HOLIDAYS SHUTTLE			
CONN BUS STOP I	0900	1200	1500
CONN BUS STOP II	0902	1202	1502
CONN BUS STOP III	0904	1204	1504
ASKREN MANORS BLDG 564	0910	1210	1510
LEDWARD MAIN BUS STOP	0915	1215	1515
CONN BUS STOP II	0925	1225	1525
CONN BUS STOP III	0927	1227	1527
PFERSDORF B19	0932	1232	1532
OERLENBACH GERMAN BUS STOP	0935	1235	1535
ARNSHAUSEN GERMAN BUS STOP	0945	1245	1545
BAD KISSINGEN	0955	1255	1555
BAD KISSINGEN NORD RING	0958	1258	1558
ARNSHAUSEN GERMAN BUS STOP	1005	1305	1605
OERLENBACH GERMAN BUS STOP	1012	1312	1612
PFERSDORF B19	1015	1315	1615
POPPEHAUSEN BREWERY	1017	1317	1617
KRONUNGEN - RING	1019	1319	1619
CONN BUS STOP I	1027	1327	1627
CONN BUS STOP II	1028	1328	1628
CONN BUS STOP III	1030	1330	1630
ASKREN MANORS	1035	1335	1635
LEDWARD MAIN BUS STOP	1045	1345	1645
CONN BUS STOP III	1055	1355	1655
CONN BUS STOP II	1058	1358	1658
CONN BUS STOP I	1100	1400	1700
DEPARTURES			
WEEKEND AND US HOLIDAY			

## OFF-POST BUS TRANSPORTATION

MASS TRANSIT - WEEKDAY SHUTTLE											
BUS STOP	BUS A	BUS A	BUS B	BUS A	BUS B	BUS A	BUS A	BUS B	BUS B	BUS B	BUS B
LEDWARD				1015			1315		1515		
SCHWEINFURT / AM HAINIG	0620			1020			1320		1520		
NIEDERWERRN / HAINLEINSTR. BUS STOP	0622			1022			1322		1522		
GELDERSHEIM	0630			1030			1330		1530		
ASKREN MANORS	0640			1040			1335		1535		
LEDWARD	0645		0945	1045			1345		1545		1745
LEOPOLDINA / HOSPITAL	0700		1000	1100			1400		1600		1800
DEUTSCHHOF	0705		1005	1105			1405		1605		1805
HAARDT	0715		1015	1115			1415		1615		1815
ESELSHÖHE	0718		1018	1118			1418		1618		1818
ASKREN MANORS	0730		1030	1130			1430		1630		1830
LEDWARD	0735	0815	1035	1135	1115		1435	1315	1635		1835
HAMBACH LINDE		0835			1135			1335			
HAMBACH ARMIN-KNAB		0837			1137			1337			
HAMBACH HUEHNERAECKER		0839			1139			1339			
HAARDT		0845			1145			1345			
ESELSHÖHE		0850			1150			1350			
ASKREN MANORS		0905			1205			1405			
LEDWARD	0735	0910	1035		1210	1235	1435	1410		1635	
SENNFELD / MAINROAD	0750		1050			1250	1450			1650	
GOCHSHEIM	0755		1055			1255	1455			1655	
OBERNDORF / WEIHER	0800		1100			1300	1500			1700	
OBERNDORF / KORNSTRASSE	0802		1102			1302	1502			1702	
ASKREN MANORS	0810		1110			1310	1510			1710	
LEDWARD	0815		1115			1315	1515			1715	

<b>MASS TRANSIT</b> <b>WEEKEND AND US HOLIDAY SHUTTLE</b>				
LEDWARD				1410
GELDERSHEIM		0920		1420
SCHWEINFURT / AM HAINIG		0930		1430
NIEDERWERRN / LEASED HOUSING		0932		1432
ASKREN MANORS		0940		1440
LEDWARD		0945	1300	1445
LEOPOLDINA / HOSPITAL		0950	1310	1450
DEUTSCHHOF		0953	1313	1453
Lindenbrunnenweg Sommerbad*		1000	1320	1500
HAARDT		1005	1325	1505
HAMBACH LINDE		1015		1515
HAMBACH Armin-Knab		1018		1518
HAMBACH Hühneräcker		1020		1520
DITTELBRUNN		1025		1525
ESELSHÖHE		1030	1330	1530
ASKREN MANORS		1040	1340	1540
LEDWARD		1050	1350	1550
SENNFELD / MAINROAD		1105		1605
GOCHSHEIM		1110		1610
OBERNDORF / WEIHER		1120		1620
OBERNDORF / HOUSING		1122		1622
ASKREN MANORS		1130		1630
LEDWARD		ARRIVAL 1140		ARRIVAL 1640

\* DURING SUMMER MONTH ONLY

**SCHWEINFURT - WÜRZBURG HOSPITAL SHUTTLE  
AND  
VEHICLE PROCESSING CENTER ( VPC )**

<b>VPC CONN</b>	0700	1000	1300
<b>CONN STOP 2</b>	0705	1005	1305
<b>ASKREN MANORS GERMAN BUS STOP</b>	0715	1015	1315
<b>LEDWARD BUS STOP</b>	0720	1020	1320
<b>HOSPITAL MAIN GATE</b>	0800	1100	1400
<b>WÜRZBURG MAIN STOP</b>	0810	1110	1510
<b>HOSPITAL MAIN GATE</b>	0815	1115	1515
<b>LEDWARD</b>	0900	1200	1600
<b>ASKREN MANORS GERMAN BUS STOP</b>	0905	1205	1605
<b>VPC CONN</b>	0910	1210	1610

Passenger priority

1. Soldiers with clinic appointments.
2. Family members with clinic appointments.
3. POV Shipping and receiving.
4. All others, space available.

The hospital shuttle runs from Monday to Friday

including German holidays.

No Service on American holidays.

HANAU SHUTTLE (AIRPORTS)		
	ARRIVE	DEPART
SCHWEINFURT (BRADLEY INN - CONN BKS)	0735	0745
HANAU, PIONEER KASSERNE 64th REPLACEMENT CENTER, Bldg 23	0945*	1245
SCHWEINFURT BLDG. 215 LEDWARD BKS	1415	
BUS OPERATE MONDAY THRU FRIDAY. FOR OFFICIAL TRAVEL OF US MILITARY AND CIV PERSONNEL. THERE IS NO COST RIDING THIS BUS		
*Bus to Frankfurt Flughafen every hour from 64th Replacement Center		

## **BANKING**

Banking hours vary, but as a rule most banks are open from 9 a.m. to 4:30 p.m. To close for a long lunch is still very common. On Thursdays, many banks stay open later, on Fridays they might close early. German banks are closed on Saturdays and Sundays. Although it is possible to get a German bank account, it is not necessary as the on-post banks can carry out most banking business for you.

Many smaller stores and restaurants will not take any credit cards. Those that do may charge you a certain percentage more to use the card. It is best to ask in advance if you can use your credit card. Visa, MasterCard, and American Express are the most accepted cards. Most American ATM/debit cards can be used in European ATMs to withdraw European currency, although there is a processing fee.

Most military personnel and DOD civilians find banking in Europe easiest when they open an account at an overseas bank, such as the “Community Bank,” or set up an account with a credit union. These establishments are available on post and offer the same services as banks in the United States. German bank accounts are also available for your banking convenience. Automatic bill paying is possible by signing a Dauerauftrag.



## **TAX RELIEF FORMS**

In Germany, the listed price includes tax unless otherwise stated. Virtually everything sold in German stores comes with a 16% value-added tax (VAT). This includes clothing, appliances, furniture, house and car repairs. However, U.S. military members and DOD employees can avoid paying VAT through the Tax-Relief Program. Normally, VAT forms are accepted by established businesses in military communities; however, German merchants are not obligated to honor this program. It is best to ensure the vendor accepts VAT forms before standing in line to check out.

Tax forms are available for a small processing fee at the tax-relief office on Ledward, Bldg 206, room 218. It is possible to purchase up to 10 tax forms at a time. These forms are good for two years from issue date (there are no refunds for unused forms). You must be in possession of a valid ID card when you stop by the tax relief office to purchase the tax exemption forms. Your dependents (must be at least 18) are also authorized to buy tax relief forms. Your dependent must be in possession of a valid ID card and must come in person to the Tax Relief Office. Please note, on the application and order form (AE Form 215-6a), there are only two columns for purchasing agents: Applicant and Sponsor.

Should the vendor not understand the procedures, feel free to contact the Tax relief office at 09721-86798 and the Tax Relief clerk will talk to the vendor and explain the correct procedures. In addition, the Tax Relief office will provide you with guidelines for use of the tax relief forms for all purchasing agents (German and English language).

For purchases under 2,500 Euro:

- Select the merchandise and present the VAT form to the merchant.
- Pay the marked price minus 16% VAT.
- Sign the tax form and keep the copies designated for you...the merchant keeps the rest.
- Return the original white copy to the VAT office, in person or by mail.

The same VAT form is used for purchases over 2,500 Euro but these transactions must be processed by the Tax Relief Office. Once the goods and services are selected the vendor must issue you an invoice made out to the UMWROF Schweinfurt showing the net amount without the 16% value added tax. The tax amount must not be shown separate on the invoice. You must then bring in a certified euro check made out to Europe MWR Fund. The service charge for endorsing a certified euro check is \$6.

Take the tax relief documents and your check back to the vendor. Return the completed white copy of the AE Form 215-6a (application and order form) to the Tax Relief Office. The pink copy is your receipt. The vendor will keep the blue copy and everything else.

If you have any questions about tax relief, contact your Tax Relief Office by calling DSN: 354-1780 or CIV: 09721-86798 or stop by in person, Ledward Barracks, Bldg. 206, Room 218, 2<sup>nd</sup> floor. Open Monday-Friday 8 a.m. – noon and 12:30 - 4pm. Closed on German and American Holidays.

## **POST OFFICE BOXES AND EUROPEAN POST**

Your sponsor can establish a post office box for you with a copy of your PCS orders. Opening a mailbox before your arrival allows you to shop items and have your mail forwarded to your new duty station before you arrive. The army post office (APO) system provides mail service to other intratheater military addresses at no cost to customers. However, there may be occasions when you need to use a European post office.

Deliveries in Europe usually take 1 or 2 days, and express service is also available. The cost for a normal letter is approximately 0.56 Euro cents, a post card is 0.51, and airmail is 1.53 within Europe. When using the German post to send mail to an American facility, use the facility's German address, an APO address is not sufficient.

## EATING OUT

### WHERE TO EAT?

Here is a short synopsis of the types of places you will find to eat and what they most likely serve and when they are open.

- Restaurant: This can be anything from traditional German food to Italian, Chinese, Yugoslavian, Indian, Greek, American or any other culture. They usually serve hot food from 11.00 to 14.00 and then from 17.00 to 22.00. Between 14.00 and 17.00 restaurants usually serve only cold sandwiches, salads and cakes if they are even open.
- Gasthaus/Gasthof: Usually located in the old part of the cities or way out in the countryside. They serve traditional German food, which varies according to the region, but most everywhere the portions are large. Hearty dishes of meat and potatoes are common throughout Germany. They usually serve hot food from 11.00-14.00 and then from 17.00-22.00. Between 14.00 and 17.00 Gaststätten usually serve only cold sandwiches, salads and cakes if they are even open.
- Bistro: Hot and cold small meals are served here throughout the day. Some Bistros may open for breakfast, but are definitely open for lunch, dinner and late into the night.
- Imbiss (Snacks or Fast Food): Today in Germany this could be anything. There are quite a few American and German fast food chains, as well as many individual places serving sausages, French fries, pizza, soft pretzels, Döner Kebabs, rotisserie chicken and much more. Snack shops normally don't open until 11.00, however some fast food places open for breakfast. Closing times vary according to location, but for the most part, they are open continuously and close later than other eating establishments.
- Café, Konditorei, Kaffeehaus: Cafés serve mostly cake and coffee. You can usually also order salads, sandwiches, and sometimes a small hot meal such as a quiche. Often cafés will also serve fancy ice cream dishes and a variety of drinks. Cafés are usually only open from around 11.00-18.00. Most people

go there in the afternoon to have coffee and chat with friends. In the summer many places have seats outside where you can sit and people watch over a cup of coffee for hours. You do need to order something though, if you want to sit at the outdoor café.

- Kneipe, Bar, Biergarten, Weinstube: These are normally considered drinking establishments. Sometimes they will serve sandwiches, or soft German pretzels for their customers to munch on while they enjoy a beer. Weinstuben are a bit quieter and more upscale than the Bars and Bierstuben. Bars and Kneipen are open later than normal Restaurants and Gaststätten and this may be the only place to grab a late night snack in a small town.

#### THE EATING PROCESS:

Do not go into a Restaurant to eat if you are in a hurry. Germans don't like to be rushed when they go out to eat. The servers are also in no hurry because eating out is supposed to be a long pleasant event. Before you enter also make sure you have enough money because most places in Germany don't accept Credit Cards.

Each establishment posts a menu and price list on or near the door so you can check the menu and prices before entering the restaurant. Taxes are already included in the posted price of each dish in most European countries. There will also be a sign for which credit cards they accept if any.

When entering a German Restaurant you normally say Guten Tag or Guten Abend and proceed to seat yourself unless there is a host to seat you. Tables marked Reserviert or Stammtisch are reserved for regular customers. Patrons often share tables at restaurants. If there are empty seats at a table which is already occupied, someone else may sit down in a vacant space and order a meal. So don't hesitate to take a seat at the end of a half-occupied table by asking, Ist hier noch frei? (Are these seats available?)

Once seated, ask for a Karte if you would like a menu. A Speisekarte is for meals and a Weinkarte is the wine list. You may be served the meal of the day if you ask for menu because it

means a set-price meal of two or three courses in Germany. The Speisekarte is generally divided into appetizers (Vorspeise), main dishes (Hauptgerichte), and dessert (Nachtsch).

In Europe, there is no such thing as drink refills; whether it is soda or coffee. Be aware that drinks are not cheap. Three colas may cost you more than your meal! Doggy bags are not common in most European restaurants. In military communities, restaurants may offer doggy bags, but Europeans never ask for them. There is also no such thing as ice water in Germany. A lot of places don't even have ice cubes, and if you ask for tap water they will think it's for your dog or that you have to take some medication. At best you can ask for Stilles Wasser (non-carbonated mineral water), however it will come in a bottle and you will have to pay for it. If you simply ask for Wasser (water) you will get carbonated mineral water.

Since German food normally comes with large portions, you probably will only want to order a Hauptgericht (main course) which normally comes with a salad beforehand. Salads are usually already made with a house dressing so don't ask for dressing on the side. You may be disappointed with what you ordered because it is not how you imagined. When this happens it is best to just take it as a learning experience. Also, whoever is served their meal first should start eating without waiting for others to be served. It's not rude; it's just practical. Most European restaurants serve meals when they are ready fresh off the stove. It is customary to eat as soon as the dish is placed on the table.

If you want some extra bread, ketchup, mayonnaise or any sort of condiment, you might have to pay for it. They don't cost much, but many restaurants don't want people ordering things and then wasting them, so most places charge a minimal fee for extras. Also, if you do not finish all of your food, you normally won't be offered a "doggy bag" in a restaurant. They usually have nothing to wrap up left-overs with, so don't be disappointed if they cannot fulfill your wish. There are however some take out restaurants that offer carry out items.

Once finished, you signal your waiter or waitress when you are ready to pay the bill by saying, Zahlen bitte. Europeans consider meals a social experience and take much longer to eat than Americans. The table is yours for as long as you want it, even after the dishes have been

cleared. Normally the bill is paid at the table, and in Germany most of the tip is included in the bill. Never leave tip money on the table, give it directly to the server. The unwritten rule is to round up a bit.

## SHOPPING

**MERCHANDISE SHOPPING:** AAFES provides merchandise and services similar to stores in America. In Germany stores are allowed to stay open until 8:00pm, Monday through Saturday. However, many stores close at 6:00pm or 7:00pm during the week and at 2:00pm on Saturdays. Often small businesses close for a 1- to 2- hour lunch break at midday as well. On Sundays, most shops are closed, but the local bakery may be open. Additionally, resort souvenir shops, gas stations, airports, and railway station shops may remain open.

**GROCERY SHOPPING:** Military Commissaries are managed by the Defense Commissary Agency. They provide products and services similar to supermarkets in the United States. In fact, they can special order items from the United States that are not available in military communities overseas. On the economy, many people bring a basket or bag to the supermarket with them to carry their items home. Otherwise, you must purchase a bag each time you shop. Also, you must bag your own groceries after paying the cashier. Europeans shop frequently for fresh foods and often buy cheese and cold cuts in portions of 100 grams (less than a quarter of a lb.). Usually a 1 Euro coin deposit is required for using a shopping cart. There is a little slot in the handle of the shopping cart on the right side that accepts the coin. You can receive your coin back when you return the cart.

Shopping for food can be a bit more difficult than shopping for non-food items. There is a magic phrase that will get you anything you want in Germany. (within reason, of course) Ich möchte das, bitte - I would like that, please. (then point to what you want). Of course the German speaking person is going to ask you Wieviel? (How much or how many). Here's where knowing your numbers will come in handy.



## **PRIVATELY OWNED FIREARMS**

Soldiers are no longer allowed to ship, transport, or hand carry privately owned firearms into Germany unless they have a German weapons possession card (Waffenbesitzkarte) and the weapons are registered in the German system before entering the country. Compliance with these laws is necessary to avoid the possibility of criminal prosecution for unauthorized possession of weapons or punishment under the Uniformed Code of Military Justice.

## GERMAN LANGUAGE

### NUMBERS:

Number	German	Number	German	Number	German
0	null	11	elf	40	vierzig
1	eins	12	zwölf	50	fünfzig
2	zwei	13	dreizehn	60	sechzig
3	drei	14	vierzehn	70	siebzig
4	vier	15	fünfzehn	80	achtzig
5	Fünf	16	sechzehn	90	neunzig
6	sechs	17	siebzehn	91	einundneunzig
7	sieben	18	achtzehn	100	einhundert
8	acht	19	neunzehn	1.000	eintausend
9	neun	20	zwanzig	1.000.000	eine Million
10	zehn	30	dreissig	1.000.000.000	eine Millarde

### TIME OF DAY:

English	German
Morning	Morgen
Lunch Time	Mittag
Evening	Abend
Night	Nacht

### TELLING TIME:

vor = before

nach = after

halb = half

viertel = quarter

Uhr = o'clock (as well as hour, clock and watch)

When telling the time in Germany, there are a few things to pay attention to.

1. The 24-hour clock is used officially, however many times in spoken German, the 12-hour clock may be used such as in, acht Uhr Abends (eight o'clock in the evening ).
2. When a German says halb zehn (half ten) it means halfway to ten o'clock, which is 9:30 and not halfway past ten.
3. Say the hour then Uhr (o'clock) and then the minutes. For example 15.20 would be said as fünfzehn Uhr zwanzig. Note: they use a period and not a semi colon when written. Just think of the period as the word Uhr. If the person was speaking casually, they might say, zwanzig nach drei (twenty after three).

#### DAYS OF THE WEEK:

English	German
Monday	Montag
Tuesday	Dienstag
Wednesday	Mittwoch
Thursday	Donnerstag
Friday	Freitag
Saturday	Samstag
Sunday	Sonntag

#### SEASONS:

English	German
Spring	Frühling
Summer	Sommer
Autumn	Herbst
Winter	Winter

GREETINGS:

English	German
Hello (informal)	Hallo!
Greeting (formal)	Grüss Gott
Greeting (informal)	Grüss dich
Hello (formal)	Guten Tag
Hi!	Tag!
Good Morning	Guten Morgen
Good Evening	Guten Abend
Good night (going to bed)	Gute Nacht
Goodbye (formal)	Auf Wiedersehen
Goodbye on phone (formal)	Auf Wiederhören
Bye (informal)	Tschüss
See you later	Bis später
See you soon	Bis bald

POLITE PHRASES:

English	German
Please or very welcome	Bitte schön/ Bitte sehr
Please or you're welcome	Bitte
Thank you very much	Danke schön/ Danke sehr
Thanks	Danke
Same to you	Gleichfalls
Likewise	Ebenso
I'm sorry	Es tut mir leid
No problem	Kein Problem
Excuse me	Entschuldigung

QUESTION WORDS:

English	German
What	Was?
Where	Wo?
When	Wann?
How	Wie?
Why	Warum?
Who	Wer?
How much	Wieviel?

PREPOSITIONS:

English	German
Through	Durch
For	Für
Against	Gegen
Without	Ohne
Around	Um
After	Nach
Before, in front	Vor
Out	Aus
In	Ein, rein, darin
To	Zu
On top of	Auf
With	Mit
Between	Zwischen
Over	Über
Under	Unter
Behind	hinter

CONNECTION WORDS:

English	German
And	und
But	Aber
Or	oder

COLORS:

English	German
Red	Rot
Yellow	Gelb
Blue	Blau
Green	Grün
Orange	Orange
Purple	Lila
Pink	Rosa
Brown	Braun
Gray	Grau
Black	Schwartz
White	Weiss
Dark	Dunkel
Light	hell

EXTRA WORDS:

English	German
No	Nein
Yes	Ja
Maybe	vielleicht
None	Kein
Not	nicht

DESCRIPTIVE WORDS:

English	German
Wonderful	Wunderbar
Great	Toll
Good	Gut
Super	Super
Not bad	Nicht schlecht
Bad	Schlecht
Beautiful	Schön
Pretty	Hübsch
Ugly	Hässlich
Big	Gross
Small	Klein
Old	Alt
New	Neu
Easy, light	Leicht
Difficult, heavy	Schwer
Soft	Weich
Hard	Hart
Few	Wenig
Much	Viel
Cold	Kalt
Warm	Warm
Slow	Langsam
Fast	Schnell
Boring	Langweilig
Interesting	Interessant
Happy	Glücklich
Sad	Traurig
always	Immer
Never	Nie
Sometimes	Manchmal

## **MORALE, WELFARE, AND RECREATION**

Army Communities in Europe include many sport and fitness activities such as beaches, marinas, child and youth facilities, libraries, fast foods and casual dining restaurants, golf courses, bowling allies, theaters, family support service centers, and a host of things to do and places to go for a sense of belonging and community. Visit your local morale, welfare and recreation (MWR) office to learn more.

Schweinfurt MWR Office located on Ledward, Bldg. 206, Rm 304.

Phone Number: DSN 354-6605, CIV 09721-96-6605

IMA-EURO MWR <http://www.mwr-europe.com>

U.S. Army MWR <http://www.armymwr.com>



## **RELIGIOUS SUPPORT**

Each garrison community has a command chaplain who advises the command and coordinates religious support for the installation and its supporting units. The following services are available to Soldiers, family members, and authorized DOD civilians:

- Chapels and other support service agencies
- Worship opportunities for distinctive faith groups
- Religious education programs for all ages
- Religious organizations to enhance moral and spiritual growth
- Pastoral counseling with chaplains and certified personnel
- Family-life centers to enhance religious growth for soldiers and civilians.

Contact your local Office of the Community Chaplain for more assistance.

Ledward: Bldg. 242

Hours: Mon-Wed & Fri: 9am – 5pm, Thurs: 9am - 3pm

DSN: 354-1770/ 6662/ 6250

Conn: Bldg. 14

Hours: Mon- Fri: 9am – 4pm (if no answer, call Ledward Chapel)

DSN 353-8230/ 8620

## COUNTRY INFORMATION

Visit the links below to learn more about the history, people, and country of your next assignment:

The World Fact Book: <http://www.cia.gov/cia/publications/factbook/geos/gm.html>

Infoplease.com: <http://www.infoplease.com/ipa/A0107568.html>

## **EMERGENCY TELEPHONE NUMBERS**

Dial the local area prefix before dialing the 3- or 4-digit code to reach the military police or other emergency services from a civilian phone. Dial only the 3- or 4- digit code if you're using a DSN telephone.

POLICE:	114
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## RESOURCES

Stars and Stripes, Friday April 13 2001 edition, “New Bavarian law Banning Fighting dogs takes effect Sunday” Available on <http://ww2.pstripes.osd.mil/01/apr01/ed041301h.html>

Headstart, German Orientation Program Student Study Guide, 2<sup>nd</sup> Edition. This book was developed by the Language Department at Central Texas College Europe campus under contract DAJA22-98-D-0042 for the Army Continuing Education Systems of the United States Army Europe.

Army in Europe Pamphlet 600-8-8-1, also found on [https://aepubs.army.mil/ae/public/aepubs\\_main.asp](https://aepubs.army.mil/ae/public/aepubs_main.asp).